



## BENEKO lights up Burnham Park

BY CARLO BENTAYEN

A total of 78 streetlight poles and 162 units of High Pressurized Sodium (HPS) streetlights were installed by the Benguet Electric Cooperative, Inc (BENEKO) recently to make Burnham Park safer and well-lighted.

These lights were installed around Rose Garden, Picnic Grove, Skating Rink and around the Lake. What used to be a feared area after dark is now a safe haven for runners, strollers, scenery fanatics and promenades.

On February 08, 2011, Baguio City Mayor Mauricio G. Domogan, with the BENEKO Board and Management, officially switched on the lights at Burnham Park. The crowd strolled and enjoyed the well-lighted park after the ceremonial switching.

In 2009, the group of Bishop Carlito Cenzone of the Baguio Centennial Commission initiated the lighting of Burnham Park by requesting BENEKO to help install lights in the newly built perimeter fence of Burnham Park. The Board and Management of BENEKO immediately approved the request and wasted no time in studying and submitting a project proposal to the City Council for approval.

The proposed project to light the perimeter of the park and the park drives was acted upon in June, 2010. The new members of the city council approved the proposal of BENEKO to light Burnham Park provided BENEKO will use LED type of lighting fixtures. However, though it consumes less electricity, the LED type lighting fixtures cost ten times more than the HPS type 70-watts fixture this caused another delay.

But on January 31, 2011, the City Officials and BENEKO met and Mayor Domogan urgently requested BENEKO to temporarily install lights at Burnham Park in view of the upcoming 2011 Panagbenga Festival. ■



Baguio City Mayor Mauricio G. Domogan with Bishop Carlito Cenzone and City Councilor Lulu Tabanda switch on the Burnham Park Streetlights during the Ceremonial Switching on Feb. 28, 2011.



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## BENEKO DONATES COMPUTER UNIT TO NBI

BY JUN PAGULI AND DEXTER SEE

**BAGUIO CITY** - The Board and Management of the Benguet Electric Cooperative (BENEKO) donated to the Cordillera office of the National Bureau of Investigation (NBI) a computer unit complete with accessories to ensure that the agency will be able to address the rapidly growing demand for speedier issuance of clearances to their clients.

The computer unit with printer was personally delivered by Guisad Central Punong Barangay Ferdie Bayasen, President of the BENEKO Board of Directors (BOD), to the NBI-CAR last January 28. It is now being used by the agency's Clearance and Investigation Section to attend to the needs of its growing clients who are processing their clearances.

Gerardo P. Verzosa, BENEKO General Manager, said the donation, which was approved by the BOD in a recent meeting, is part of the electric cooperative's corporate social re-

sponsibility (CSR) and their commitment to support the effective and efficient delivery of basic services to the people.

Earlier, lawyer Manuel George A. Jularbal, NBI-CAR Regional Director, requested Beneco to donate a computer unit with accessories to the agency in response to the effect of the austerity measures being implemented by the present leadership that could compromise and affect the delivery of services to their clients.

"In consonance with the austerity measures being subtly implemented by our present administration, our regional office is constrained to have to painstakingly

make do in utilizing our out-mod-  
eled, if not dilapidated units of  
equipment and other office imple-  
ments. This predicament accordingly  
impedes our mandate to provide  
immediate, accessible and efficient  
public service to our voluminous cli-  
entele, not only in the entire Cor-  
dillera Administrative Region but  
also its neighboring provinces,"  
Jularbal stressed.

Verzosa cited that with the do-  
nated computer unit complete with  
accessories, the NBI-CAR will be  
able to attend to the needs of their  
clients, especially those who are ap-  
plying for the required clearances  
from the agency which are used for  
various purposes. ■



Atty. Lida Nanoz, Legal Officer III and Renato Pablo, Fingerprint Examiner III accept one computer set from the BENEKO Management represented by BOD President Dir. Ferdie Bayasen and General Service Officer Randy Carolino. The donation is part of the BENEKO's Social Corporate Responsibility (CSR) Program.

# BENEKO starts refund to member-consumers

BY ROWELL B. VICENTE

## Loan Condonation Refund

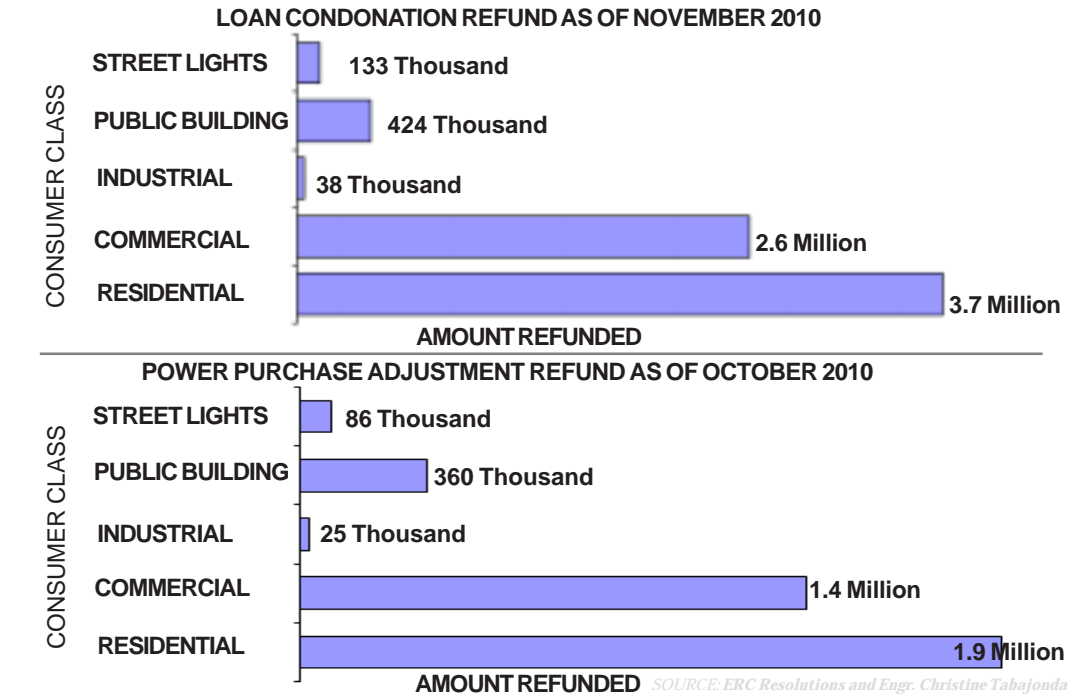
Pursuant to the ERC mandate, BENEKO started refunding the Loan Condonation on a per kilowatt hour basis deduction last November 2009. As per ERC, the refund would be at PhP 0.1112/kwh for residential consumers, PhP 0.0429/kwh for commercial consumers, PhP 0.0280/kwh for industrial, PhP 0.0248/kwh for Public Buildings and PhP 0.0339/kwh for Streetlights.

As of November 2010, BENEKO has already refunded a total of PhP 3,730,304.73 to its residential consumers exceeding by PhP 43,481.73 the amount allotted by ERC to said customer class.

For commercial, industrial, public building and streetlights the amounts PhP 2,612,888.48; PhP 38,011.12; PhP 424,529.71 and PhP 133,088.37 respectively were refunded. BENEKO expects to complete the allotted PhP 15,539,171.00 refund to its commercial consumers on May 2013, the PhP 781,257.00 for industrial consumers on January 2030, the PhP 8,039,749.00 for Public Buildings on August 2027 and the PhP 1,546,460.00 for Streetlight on November 2016.

## Power Purchase Adjustment Refund

Last July 2010, member consumers of BENEKO experienced a new line item deduction in their power bills in the phrase “**Previous**



**Years, Adjustment on Power Cost**". This is pursuant to ERC Case No. 2001-339 ordering BENEKO to refund a total amount of PhP 33,946,939.00 at PhP 0.0372/kwh brought about by the implementation of the Power Purchased Adjustment (PPA) 2004.

BENEKO has already refunded to all member consumers a total of PhP 3,899,888.71 as of October 2010 and expects to complete the refund of said over-recovery by May 2013.

It may be worth noting that on March 20, 2000 the then Energy Regulatory Board (ERB) on its resolution in ERB Case No. 99-36 confirmed that BENEKO's implementation of the PPA formula was correct. In fact, it

resulted to an under recovery in the amount of P2,990,509.75 which the Board of Directors of BENEKO in its BOD Resolution No. 97-99 decided not to recover anymore such under recovery from its member consumers.

However on June 15, 2006, the present regulating body the Energy Regulatory Commission (ERC) ruled that for the period 1996 to 1998, BENEKO overcharged its consumers by P17,091,072.00. In addition, ERC also ruled that BENEKO overcharged its consumers thru the PPA from 1994 to 2004 in the amount of P 33,946,939.00.

The June 15, 2006 decision was later reversed partially by the Commission in its

order dated May 9, 2007. It now affirmed the former Energy Regulatory Board's decision that BENEKO indeed incurred an under recovery in the amount of P2,990,509.75 in the implementation of the PPA formula for the period 1996-1998. But the ERC decision on over recovery for the period 1999 to 2004 stands.

However, during the recent Annual General Membership Assembly (AGMA) last December 11, 2010 held at Baguio City National High School Auditorium, BENEKO's member consumers moved that said PPA refund be waived in favor of the BENEKO's rural electrification programs. The same has been duly approved by the assembly. ■

# BENEKO SCADA System: Improving system efficiency

BY CARLO BENTAYEN



**Top**  
His Excellency Christopher Thornley, Ambassador observes as Engr. Ricardo Pallogan explains how SCADA works.

**Left**  
The Management Information Systems Department Manager Engr. Mauricio Labitoria explains accounting and billing systems use in BENEKO operation to delegates from Mongolia.

The Ambassador of Canada, His Excellency Christopher Thornley, visited the Benguet Electric Cooperative, Inc. (BENEKO) last February 17, 2011, to observe the operation of installed SURVALENT Supervisory, Control and Data Acquisition (SCADA) Canadian technology.

BENEKO is the first electric cooperative that uses SURVALENT, a leading provider of real-time smart grid management systems that enables visualization, optimization and improved operations for utilities.

For over four decades, it helped more

than 300 utilities to use operational data to increase reliability, efficiency and customer service.

SURVALENT has a proven and reliable SCADA technology, Distribution Management System (DMS) and Substation Automation solutions, utilities transform data into actionable intelligence.

The SCADA basically performs two basic functions. First, it sends information about the electric transmission/distribution system to the operator. And second, it allows the operator, based on the data received, to control

remotely various power system components such as circuit breakers, switches, capacitor banks, etc...

With the SCADA, the personnel in charge of the operations and maintenance of the distribution system can now easily monitor and analyze the system. Problems that occur in the system can now be easily detected even before the affected consumer calls the Radio Room to inform the problem. The response time is faster than before without SCADA.

The Irisan, Lamut, and North Sanitary Camp Substations are now being controlled and monitored at the DPS BENEKO Office through SCADA system. Other power substations will follow, like the power substation in Atok and Bulalaco, Mankayan targeted to be commissioned this coming 2<sup>nd</sup> quarter of 2011.

BENEKO through the use of the technology not only increases efficiency but slashed down approximately 2.22 million pesos costs of salary per year.

Consequently, SCADA is a showcase. Engineering students and other electric cooperatives around the country visit BENEKO for educational tour. Not only local but also foreign visitors who want to learn how the SCADA operates in a power distribution system.

For instance, on February 15, 2011, 16 Mongolian delegates, who are middle management executives, representing the Ulaan Baatar Electricity Distribution Network (UBEDN), Central Region Electricity Transmission Company (CRETC), and Ministry of Mineral Resources and Energy (MMRE) of Mongolia with study coordinators from Asian Institute Management, National Electrification Administration and Worldbank came to Baguio City for benchmarking.

The BENEKO'S SCADA was installed by the University of the Philippines (UP) trained BENEKO engineers under the tutelage of UP Prof. Wally Del Mundo, who becomes the consultant in the installation and commissioning of the BENEKO'S SCADA System.

Now, with the help of advanced technology and the expertise of BENEKO engineers, BENEKO'S distribution system is competent enough or more or less at par with other advanced electric distribution utilities globally. ■

## A FOOL PROOF TECHNOLOGY OF WASTE DISPOSAL BY FRED L. FANGONON



Baguio residual workers - Eco-Composting Receptacle such as these in Marville Subdivision, Tadiangan, Tuba were one of the Composting Receptacles constructed by the group of Fred Fangonon and (ret) Gen. Rafael Delson with the assistance of BENEKO in strategic locations in Baguio City and Benguet Province which in simple and little ways reduced the volume of biodegradable waste collected by the City of Baguio.

To help make life easier and save the environment, make use of the **Eco Compost Receptacle (ECR)**. The ECR is designed so that it could process all biodegradable waste of different kinds, shapes or sizes, without shredding.

The capacity of this technology is unlimited. A one square meter ECR can receive ten kilos of different kinds of biodegradable waste daily. There is no problem with flies; the smell of waste disappears when spread in the adequately aerated ECR. Earthworms, insects, larvae and microbes work harmoniously to process biodegradable waste into organic fertilizer.

An ECR may be 100 cm. wide, 60 cm. high and can be as long as needed or as practical. The length can be thousands of meters long, following the side of a road, provided that the width is maintained at approximately 100 cm to ensure that the compost materials are adequately and automatically ventilated. If the ECR is too wide, air may not reach the middle of the compost and it may become very hot and smelly.

The technology can be implemented in a single household or group of houses; an apartment or group of apartments; schools; subdivisions; parks, farms, and a whole city.

In big volume Eco Composting, two batches of ECR's are programmed: the first ECRs are built two meters apart. When the first ECRs are full, build the second ECR in the spaces between the

first ECRs and stop using them. When the second ECRs are full, gather the compost from the first ECR's. Transfer what is not composted in the second ECRs. Fix the first ECRs and use them. This way, the compost we get is fully sanitized and mature, suitable for any plant, used purely or mixed with ordinary soil.

The ECR overcomes the problems and shortcomings of the old methods of composting and waste disposal such as:

**1** Burning or incineration: carbon dioxide emission and complete destruction of nitrogen, contrary to the belief that ash is good fertilizer.

**2** Machine : extremely expensive and destructive to the environment because of burning fossil fuel and/or electricity. It is just like incineration.

**3** Compost pit: poor aeration, erosion, water clogging, formation of odor, killing of earthworms during continuous rains, poor quality compost and difficulty of retrieving the compost.

**4** Concrete Cubicle: foul odor, need for shredding, artificial aeration and enzyme.

**5** Heap method: formation of methane gas, need to turn-over the heap periodically, a back-breaking and discouraging task.

**6** Bagging: difficulty of containing big volume of waste produced in big cities.

**7** Landfill: plenty of earth-moving, erosion, production of methane gas that may escape into the atmosphere and leachate that may seep into the water table, and other health hazards.

**8** Open Dumping and Spraying with Insecticide: production of obnoxious odor as live natural agents of odorless decomposition are summarily eliminated, and production of methane gas, leachate, fly problem and other health hazards.

**9** Drums: Limited capacity, formation of leachate and foul odor. Punctured holes on a drum do not ensure adequate aeration.

**Why the odor of garbage disappears:** The odor of garbage disappears in eco composting because the eco composting receptacle (**ECR**) is designed in such a way that:

- Waste is automatically aerated;
- Moisture is automatically controlled because during rainy days water drains easily and during summer moisture is preserved;
- The earthworms, insects, larvae, bacteria, fungi, and other living things in the compost area work harmoniously together in processing the compost and;
- Through the "art of spreading", the amount of garbage placed daily on the ECR is regulated so that the compost does not become hot.

While flies are usually associated with biodegradable waste, the eco composting technology is basically designed to control the population of these flies.

In Eco Composting, the common fly larva is observed to die as larva and becomes part of the compost. The possible explanation of this is that the protein intake of the larva in eco composting is regulated. This is why the fly population do not increase excessively in eco composting, unlike in a dumping area.

When biodegradable waste is addressed, residual waste becomes easy to manage because it does not produce foul odor and leachate. Residual waste can be put in a containment area (CA). There is no need to cover the residual area until the CA is really full and has to be closed. The CA is then covered with soil then planted with trees or used as a farm. ■

## Teaching Teachers Punch Keyboard Keys

BY AMOR DAPIAWEN AND CHRIS GONZALES

Two hundred thirty five elementary teachers of two towns, Kabayan and Atok, took the opportunity and participated in BENECO's Computer Literacy Training. A training program under the Corporate Social Responsibility (CSR) programs designed for teachers to bridge the literacy gap on the use of computer technology.

The trainings were conducted 2<sup>nd</sup> semester last year in Kamora National High School in Kabayan and Atok National High School, Camp 30 Annex. The training was in partnership with the District teachers, DepEd-Benguet Division, BENECO community relations group, educators and computer experts.

Elementary teachers of the upland town of Kabayan gains more and develop their skills on computer operation when the Department of Education, Kabayan District in partnership with the Benguet Electric Cooperative, Inc conducts a two day Computer Literacy Training in Kamora National High School last December 21-22, 2011. Edu-

cators and computer experts from their own fields, Michael Dan G. Lee, Steve Sabado, Kathy Papcio and Kabayan's own Dominic Clabson facilitated the learning of the participants in Kabayan. While, Leo Ignacio, Susan Dokey, Rosita Ce-ing, Grace Calatan, Therese Cawayan and Ethelyn Taqued served as trainers during the training in Atok. The BENECO ComRel Officers assisted and provided inputs as well in both training.

As part of the training design, teachers will be clustered into two. One will be trained on basic computer literacy; the other, on advanced training. Topics on basic computer operations and troubleshooting, Microsoft Excel, Microsoft Word and file management are being taught in the basic literacy. The primary goal in basic computer literacy training is to remove or lessen cyberphobia among teachers. Once the fear was removed, the teachers would explore the technology by themselves.

On the other hand, teachers in the advanced group will learn advance

Microsoft Excel, Microsoft Publisher, Microsoft Powerpoint, multi-media presentations and internet (if available), digital editing software like Photoshop and Moviemaker.

Outputs were templates on teachers grading system, fliers, certificates, powerpoint presentations and newsletters and more importantly, the learnings in the process. For instance, a majority of the participants in basic literacy learned how sensitive the mouse is and how easy to sum grades in excel.

The training was not successful without the participation of everybody. Kudos to volunteer cooks, DepEd Supervisors, Principal Emiliano Espara (KMHS), Principal Juan Olao (ANHS-Camp 30 Annex), the training coordinators and LGU officials. Thanks for giving us your time, allowing us to use the facilities, computer units, classrooms and accommodations. Without these facilities and support, the endeavor may not have come into fruition.

Since, the Computer Training Program, benefits not only the teachers but also the children, the activity will be duplicated in other districts, covering the remaining towns. Teaching teachers to punch keyboard keys is a simple step in bridging the gap in computer literacy.



LEFT Facilitator Michael Dan Lee and Dominic Clabson (standing) assist the participants in accomplishing their workshops in Basic Computer Operations at Kabayan, Benguet.



RIGHT Elementary and high school teachers of Atok District learn how to use Windows Moviemaker in Advance Computer Literacy Training.



Photos by Dan Francisco

The Office of Governor, represented by Paul Bagano, leads the cutting of the ribbon during the opening of the BENEKO Tech-Voch school at Abatan, Buguias, Benguet. District XI Director Gaspar Leung addresses the crowd while stressing on school's role in addressing access to technical education.

## BENEKO opens Tech-Voc school

BY DAN FRANCISCO

The Benguet Electric Cooperative, Inc (BENEKO) technical vocational school in Abatan, Buguias, Benguet was formally launched last Friday February 25, 2011. The school is a joint partnership between BENEKO and the TESDA Regional Training Center in Loakan, Baguio City. The initial course which will be offered on March 7, 2011 will be building and house wiring. There are 70 enrollees, 35 of which shall start on March 7. After three months, upon completing their course, the next 35 students will immediately follow. Other courses to be offered will be computer technician, lineman training, cellular phone repair and automotive mechanic course. The first 70 enrollees shall be considered full scholars of BENEKO and the next batches will pay a minimum tuition fee needed solely to pay the salary of lecturers. This school is part of BENEKO's corporate social responsibility program. This school aims to empower and help deserving students in northern Benguet to have access to technical skills training with minimal expenses. This is BENEKO's way of lighting up people's lives...

## BENEKO inspects quality of transformers

The BENEKO Management, headed by General Manager Gerry Verzosa with Engineering Department Manager Melchor Licoben and Administrative Officer Leonardo Belington, inspects the quality of transformers of Everpower Electric Industries (EEI) in its own manufacturing plant located in Guangdong, China.

Pre-delivery inspection was established by BENEKO as a control mechanism to ensure the quality of products of the supplier before delivery. EEI invited BENEKO to visit their plant at no cost. The company will deliver one hundred units of transformers of different ratings by April, 2011.



BENEKO Management inspects transformers with Kathy Tian, Sales Manager of Everpower Electric Industries at Guangdong, China.

Photo by Leonardo G. Belington

## 2 Remote Villages Energized

BY CHRIS GONZALES

Two remote villages in Atok and Bakun were recently energized. Officials of BENEKO, Atok and Bakun led the ceremonial switch on of lights at Dituan, Pasdong, Atok, Benguet and Pidpid, Apang, Alilem, Ilocos Sur on February 12, 2011 and January 12, 2011 respectively. Barangay officials, new members of BENEKO, the barangay constituents, elders and representatives of various organization also witnessed the ceremony.

BENEKO incurred a Php1.8 million in the energization project of sitios Pitdaw-Belantiyan-Dituan of Barangay Pasdong in Atok. With a fifty potential consumers surveyed during inspection, the estimated Return-of-Investment (ROI) in years for the project is about ninety-two years. During the ceremony, there were only 14 new members further stretching the number of ROI years.

This scenario holds true to all expansion projects in the areas of Benguet. In Lamew, Sinacbat, Bakun, out of forty seven potential consumers, there were only thirty eight new member consumers. With a total project cost of 1.6 million, the ROI is one hundred twenty six years. Rural electrification is costly. But how can the villages or sitios develop without electricity?



Photo by Dan Francisco

LGU Officials from Municipality of Atok and Bakun, headed by Mayor Peter Alos and Vice Mayor Paul Dalmones respectively spearhead the switch on ceremony in their respective towns. New member consumers, barangay officials and representatives of the Provincial Government witness the ceremony.

## NOTICE OF SPECIAL GENERAL MEMBERSHIP ASSEMBLY

Please be informed that the BENEKO Board during their special meeting held on February 23, 2011 passed **Resolution No. 07-2011** calling for a **Special General Membership Assembly on April 9, 2011, 1:00-5:00 o'clock in the afternoon**. The venue is at the **Baguio City National High School Auditorium, Governor Pack Rd, Baguio City**.

### Schedule of Activities:

1. Registration - 1:00 PM - 2:00 PM
2. Business Meeting
  - Invocation Director Erminio Suclad
  - Report on the number of members present to determine the existence of a quorum.
  - Reading of the Notice of Meeting and proof of publication or mailing thereof or the waiver/s of notice of meeting, as the case may be.

### Agenda:

- a. Proposed Capital Expenditure Plan (CAPEX) for 2010-2012
- b. Waiver of the Power Purchase Adjustment (PPA) Refund

### 3. Adjournment

Every member is encouraged to attend this Special Assembly.

# WINACA EXPERIENCE

BY AILEEN ALAFAG

*“Restore others with gentleness”*

This was the main theme of the retreat cum teambuilding attended by one hundred sixty-six (166) BENEKO employees divided into 9 batches. The seminar was held at Winaca Eco-Cultural Village, Acop, Tublay on the following dates: July 9-10, 30-31, August 14-15, 26-27, September 23-24, November 11-12 and December 1-2.

Restoring in this context means modifying an unacceptable or undesirable behavior that will bring about a smoother, effective working relationship in the workplace.

The activity not only served as a venue for the participants to strengthen their camaraderie, but more importantly, to reflect on their life's perspective on personal professional and spiritual matters. Best summed up in a participant's testimonial, that states, "I am glad I was reminded of the most important thing in life which is the Lord. Indeed, if we put Him in the center of our lives, everything will fall into place."

During group sharing, various realizations were revealed by the participants. To quote a few: "We are working for our families but sometimes we give more time to our work, we should not forget that our little ones are longing for our love." "In order to restore others, we should be standing on higher grounds." "We cannot restore others if we ourselves have "personal issues" to resolve." "We have a moral obligation to correct our co-employees, even our bosses but in a gentle manner."

The retreat lasted for one and half

day per batch. The activities comprised of bible study, workshops and games, audio-visual presentations, reading and analysis of short anecdotes that reflect life's realities. Also, the participants were given more time to bond and socialize with each other.

The venue, Winaca Eco-Cultural Village, played an important role in the success of the retreat. Surrounded by pine trees, natural and man-made landscapes seemingly complementing each other, presents an idyllic nature spot that encourages anyone to simply relax and appreciate its beauty. Rev. Father Jonathan Obar, simply puts it "coming to Winaca is already a retreat in itself."

Rev. Father Jonathan Obar facilitated the retreat. He is presently the parish priest of the Church of Epiphany at La Trinidad and a former BENEKO-MSEAC Chairman in Mankayan, Benguet.

During the retreat, Fr. Obar confessed that he did not readily accept the offer to facilitate the activity thinking that he might not be able to satisfy the expectations of Management. He asked for some time to think about it before finally accepting. After seven (7) sessions however, he conveyed his grati-

tude to Management for choosing him. Through the activity, he was able to appreciate better the electric industry, BENEKO as a cooperative and the people working for the Cooperative.

He advised the participants to continue restoring and supporting each other and to always thank the Lord for every blessing that they receive. He also mentioned that merely being employed at BENEKO is already a big blessing.

The retreat was initiated as a result of the employee survey aimed to assist the HRMDD in designing in-house training program for calendar year 2010. "Values orientation and teambuilding" topped the list of the trainings that the respondents wanted to be conducted.

It is noteworthy that all the participants gave excellent feedback and recommended that it be conducted as part of the annual training program of HRMDD.

Indeed, BENEKO has always considered its employees as its most important asset, thus the need to provide trainings that will not only further their skills and capabilities but also those that would enrich their spiritual, values orientation and personal growth.



# New logbook system installed

BY JANE CAPUYAN

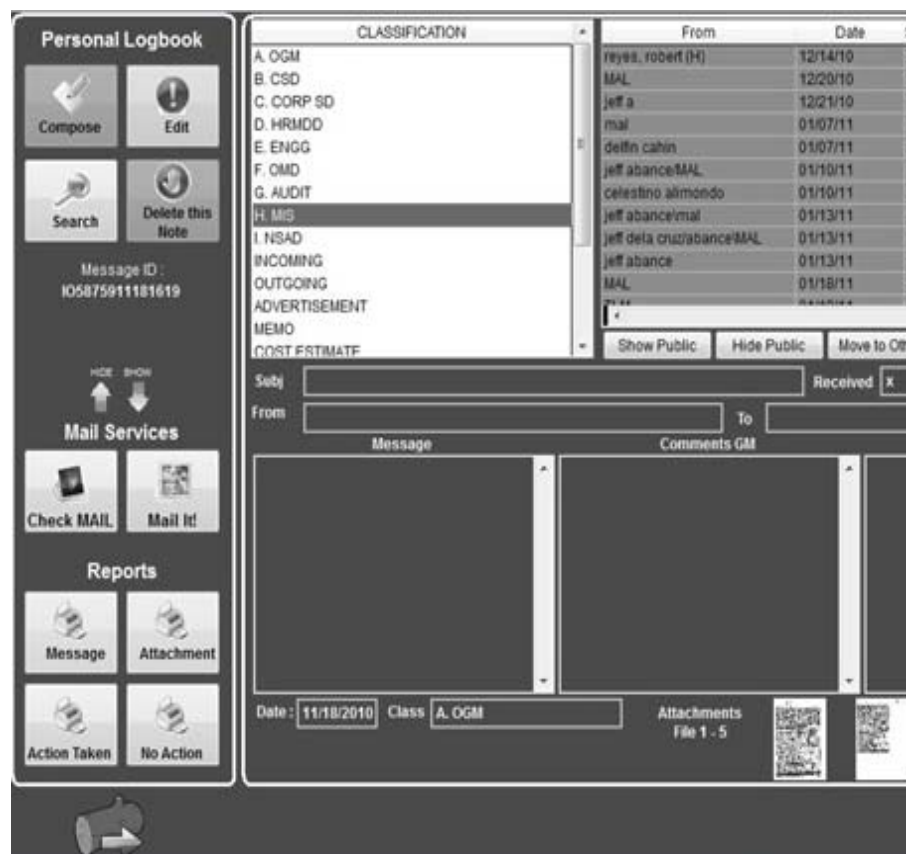
With the help of the newly installed BELSYS (BENECO Logbook System) by the MIS Department, communication between offices is now faster and almost paperless. This new system is now fully operational and being used by all department secretaries in Alapang, Bonuan, and DPS compound. With some minor enhancement going on, this new system is getting to be very interesting and secretaries will enjoy its benefits.

The system was developed by Irwin Ojascastro, Leo Lachica, and Ursolino Enciso II of MIS Department. This new system has three (3) main features; the Personal log book, the Mail Service, and the Reports.

In the personal logbook, users can compose, edit, search, and delete a document. Added feature is that users can now view, access or comment to other departments' logbook provided it was marked as "public". Scanned documents can be attached to this log book for reference purposes. A box for "GM's comment" is provided as well as an "action taken" box for the users' comments. These boxes show the series and history of the document.

With this new system, searching document takes only a few seconds as documents were logged according to classification such as by department, by date, by sender, and etc. And, best of all, this serves as an electronic file of all logged documents. Needed document can now be accessed and be printed wherever Beneco office you are as documents are stored in the system.

User's security control for this sys



BELSYS interface this is where the operator and the system interact with each other.

tem of course has not been taken for granted. Aside from the option to mark the document as public or not, some boxes are also blocked or can not be accessed by other users to safeguard the logged document.

The mail service is so far the best feature of this system. Logged documents can now be sent electronically to other users for their reference. Just press the "mail it" option and presto! your logged document is delivered. Scanned documents can also be attached to this email if necessary. Users just need to "check mail" every now and then for their incoming messages.

Another good thing about this feature is that the sender would know if his / her message has been sent and likewise if it has been received and read. Recipient of the message will press the button "mark as read" after reading the message and the message will be highlighted in the message box. This indicates that message has been read.

The reports however aids the users in monitoring messages sent and received. Logged documents and attachments "with action" and "without action" can also be monitored thru this feature. ■

# A BETTER PLACE

BY JEN AFABLE

Are you tired standing for almost an hour just to reach the teller's booth? Do you feel exhausted after paying your electric bill? I bet most of us experienced and felt same emotions when it comes to paying not only the power bill but other bills as well.

On August 23, 2010, the old BENEKO collection office at the second floor of Maharlika Livelihood Center was relocated at the fourth floor of the same building. From a floor area of 79.5 square meters, it was transferred to an area with 197.23 square meters perfectly designed to accommodate the growing number of paying consumers.

Paying consumers can now sit comfortably, hang around contentedly, as well as enjoy watching programs from the new 32" flat screen television while waiting for their turn to pay their power

bills. Moreover, from seven teller's booth, nine booths were added since meter readers are now assisting for a faster collection.

However, criticisms from consumers are inevitable with comments like: "*ang taas-taas naman ng office niyo 'pinapahirapan niyo kaming mga senior'*", "*nag ngatu, apay nu matayak bayadan dak ti BENEKO?*", "*amoy palengke naman*", "*bakit kasi hindi nalang kayo sa baba*", "*ano ba 'yan, hindi pa gumagana yung escalator*".

The high location of the collection center is the consumer's concern especially the senior citizens, this concern was considered but there's no more available area at the lower floor that could accommodate the growing number of paying consumers, fourth floor was the only option.

In relation to the dead escalator, according to Maharlika Administration Officer Tess, "numerous entrance and exits were provided for the public." Hence, the paying consumers could use the stairs as entrance/exit located near the collection center.

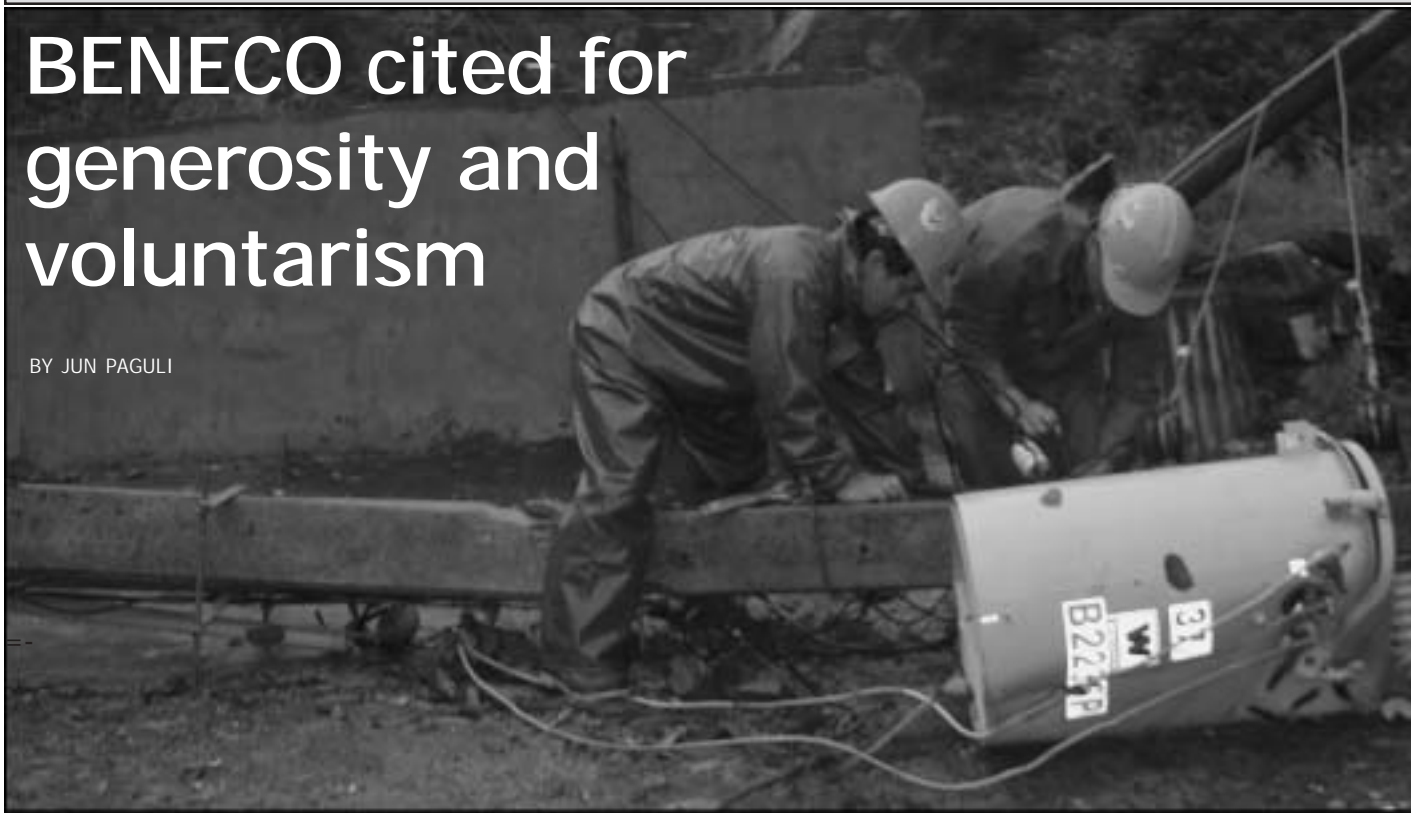
On a positive note, lots of consumers appreciated the development and made optimistic remarks during and after paying their power bills like: "*parang banko*", "*nag-pintas*", "*nag-lawa*", "*mas maaliwalas at mahangin*", "*mas komportable na*", "*ang bilis ng pila*", "*at least hindi na kami nakatayo ng matagal*".

The bottomline is whatever the consumer's response perhaps what really matters is BENEKO continuously search ways to satisfy the consumers and lives with the motto. "Quality Service is our way of life". ■



# BENEKO cited for generosity and voluntarism

BY JUN PAGULI



**LA TRINIDAD** – The Department of Energy (DOE) and the National Electrification Administration (NEA) cited the Benguet Electric Cooperative (BENEKO) for its generosity, voluntarism and solidarity it demonstrated of the agency’s Task Force Kapatid to restore power supply services in Isabela, Cagayan, Kalinga and Apayao which was heavily devastated by the onslaught of supertyphoon Juan last month.

The citation was given to the rural electric cooperative by no less than Energy Secretary Jose Rene Almendras during fitting ceremonies held recently in Tarlac City.

Almendras said BENEKO and other top caliber rural electric cooperatives served as an inspiration to other power distribution companies to find the true meaning of “bayanihan” enhanced in the mission of the rural electrification program and the culture of Filipinos.

Gerardo P. Verzosa, BENEKO

General Manager, expressed gratitude to the DOE and NEA for giving recognition to the efforts shown by the rural electric cooperative in extending a helping hand to other provinces near its franchise area so that power was subsequently restored in the aforesaid areas several days after the onslaught of the supertyphoon.

After restoring power in most of its franchise area several days after the onslaught of supertyphoon Juan, BENEKO dispatched several of its technical personnel to help in the restoration of power in the provinces of Cagayan, Isabela, Kalinga and Apayao which were the ones heavily ravaged by the strongest typhoon that struck the country in decades.

Because of the exigency of services in similar cases in the future, Verzosa said the electric cooperative will not hesitate to lend the services of their technical personnel to other cooperatives who will need them to fastrack the res-

toration of power in their respective areas of coverage.

BENEKO supplies power to over 120,000 consumers in the 13 towns of Benguet and the 128 barangays of Baguio City. 85 percent of its consumers are from Baguio City while 15 percent come from the vegetable-producing province of Benguet.

According to Verzosa, extending their assistance to other cooperatives during times of emergencies is part of their social obligation to help in ensuring the availability of quality power to people coupled with the reliability of the electrical system.

“We are ever willing to extend to other cooperatives who need our services during emergencies since it is part of our corporate social responsibility to assist others provided that we are capable to do such restoration works,” Verzosa stressed. ■

# For Quality Service, Tellers Train

BY JEN AFABLE



Relaxed, seated at a wooded chair, sipping a hot brewed coffee while looking at the people around... it's a working weekday for me yet it seems like a day off. Wow! I just described how I started the first time one-day seminar scheduled for the 14 BENEKO tellers.

Few months ago, tellers had been receiving numerous not-so-good comments through text messages, newspaper week's mail and even on the radio stations. Admittedly, it affected us to the extent that it brought a dismal mood in the working place.

But thanks to the support of our co-employees, as well as, our bosses that we strived to face and not to be affected by those comments but rather took it as a challenge.

As a result, a seminar regarding Consumer Welfare Development Program was designed and organized by Atty. Janeene Colingan, the Consumer Welfare Officer and Aileene Alafag, Performance Management Officer for tellers.

It was held last February 08, 2011 at the peaceful compound of Child and Family Care Service, a perfect place for the activity and away from the noise of

central business district.

Basically, they presented ways on dealing with consumers as well as on how to deliver an excellent service.

To highlight some, we were told that consumers could be considered as "KINGS" - in a sense that what you offer them is not merely *good* service because it will not easily satisfy but must be *quality* one.

Additional matters regarding customer service was also given by Atty. Delmar Carino, Manager of Human Resources Department. In the afternoon, Mr. Alejandro Delos Santos Jr., Manager of Corporate Services Department and Engr. Morris Labitoria, Manager of Management Information Systems Department, also presented some work related matters.

The seminar serves not only as an avenue of learning but a time for the tellers to experience oneness and share common experiences. Group and individual activities brought joy, laughter and a sense of belongingness and camaraderie among tellers glued with smile-painted-faces. Despite of our sad moments, it felt nice and good.

Ms. Margie Lalan, Ms. Thelma Magat as our supervisor, Ms. Brenda Carling our Department Manager, Mr. Leo Belingon, the Admin Officer and Mr. Gerardo Verzosa our General Manager joined us also in the seminar.

It's a pleasure knowing how blessed are we being given this opportunity in spite of the comments thrown to us. We as tellers are united, strong, and always ready to render a quality service to the member consumers of this cooperative.

## THE OTHER UNSUNG HEROES

Now it can be told.

From among the thousands of competent electrical linemen all over the country, a handful of Beneco linemen were tapped to help in rehabilitating areas in the United States of America destroyed by Hurricane Katrina in 2005.

The BENECO Senior Linemen Renato Fernandez, Wesley Sial, Charles Lacamamen, Rudy Smith, Manuel Todyog, Cris Bauden, and Johnny Lawangen, and local private contractor Muller Comissing were carefully picked by a US representative to help restore downed electric poles and lines in one state to another. Hurricane Katrina was the costliest natural disaster in the history of the US. The hurricane claimed the lives of at least 1,836 people and total property damage alone was estimated at \$81 billion.

How good were our skilled laborers? It was so good that the very impressed Americans rehired them again in 2007. The foreigners' trust may be something to crow about especially when neighboring countries in South East Asia have overtaken us by leaps and bounds as far as economic growth and development are concerned.

Our miners, while not exactly being shipped overseas, have shown their resiliency and guts in using their skills during times of calamities. To name a few, local miners were sent on rescue missions in Real, Quezon Province in December 2004; in St. Bernard, Leyte in 2006; and Mayantok, Tarlac in 2009. The same underpaid miners worked through mud and falling boulders during Typhoon Pepeng last year. And who would forget the role they played during the July 16 killer earthquake in 1990?

The linemen and the miners are but a few of our skilled workers who have sacrificed their families, including their own safety to fulfill a pledge of serving the people—foreign or domestic.

They play heroes to us during brownouts or landslides, in good or bad weather. Yet despite their sacrifices, their work is mostly undervalued or taken for granted.

With their lives on the line, skilled yet underpaid workers have not been given the recognition due them. And yet, they play very important roles in the progress and development of our country.

If our honorable leaders in the government cannot stave off the bleeding of our labor force through more jobs and incentives, at least our elected officials should be inspired by the diligence, hardwork, and dedication of our local work force. Never mind if the linemen, miners, rescue workers, and the like will never be feted or decorated with a medal.

In the meantime, let us be encouraged by the virtues of our poor laborers to do better in our chosen field of work. At the end of the day, we can say we work hard and honestly for each day's pay.



